

Community Engagement

Summary of Findings

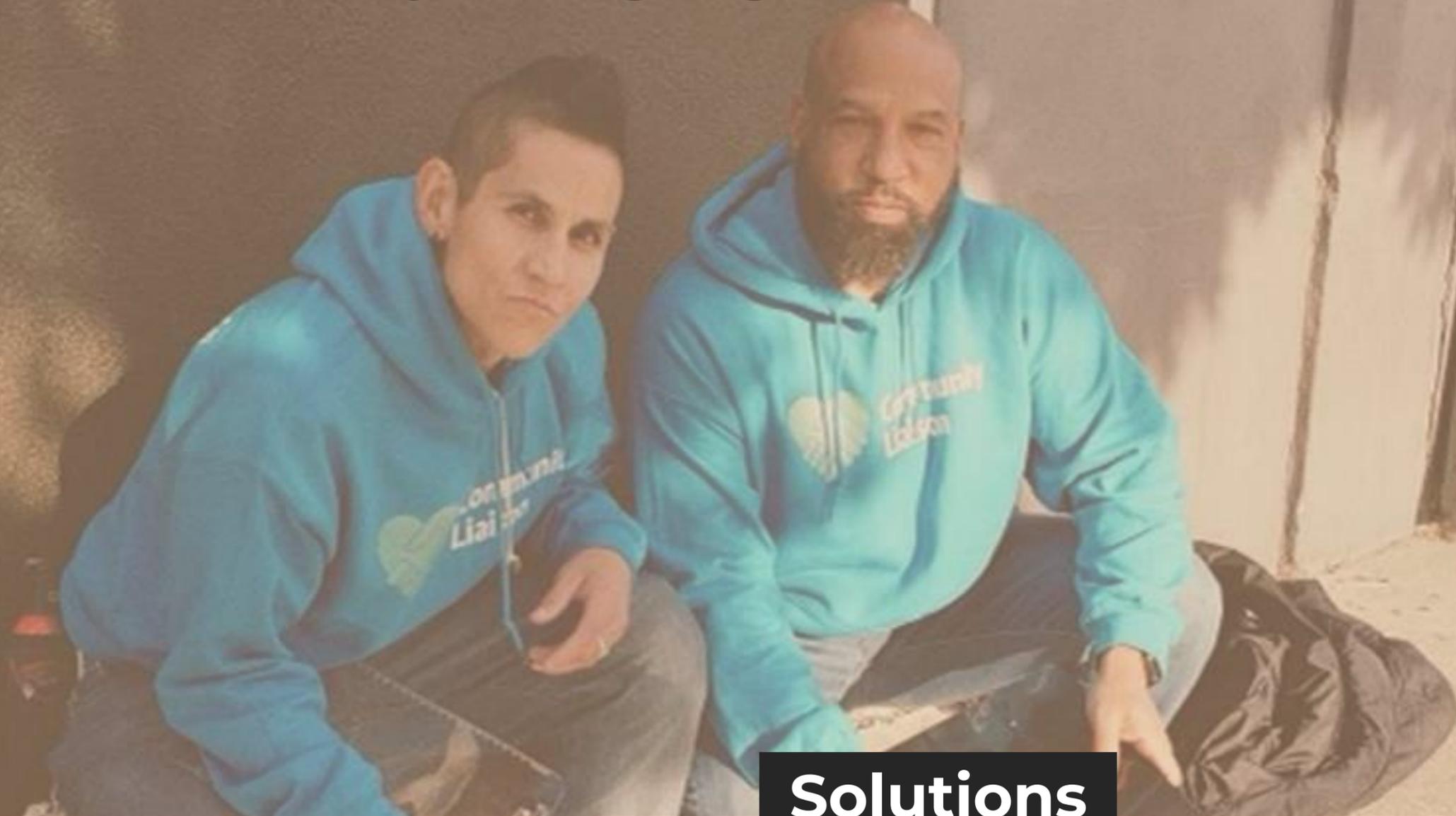
HSH - Community Liaisons



February 2023



Community Engagement Vision



Uplift

Ensure feedback from people underserved by traditional systems including Black, Trans, Gender non-conforming, Women, TAY, formerly incarcerated, immigrants.

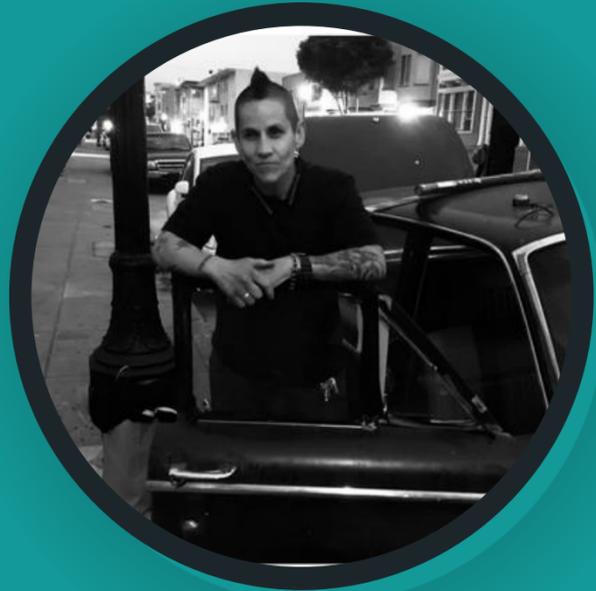
Solutions

Community Liaisons who have experienced homelessness and are **trusted** advocates in their community helped to design and deploy the survey which focused on solutions.

Timeline



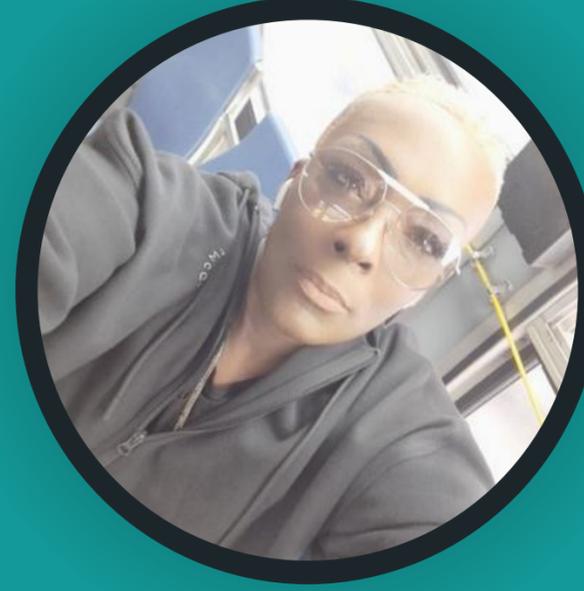
The Team



Couper Orona



Zia Martinis



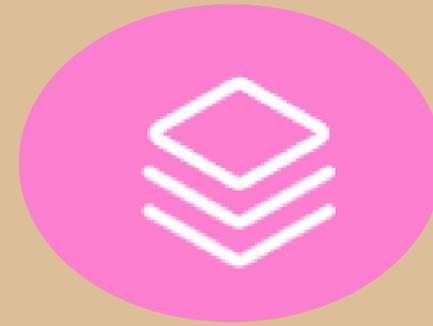
DeynaChanel Loveless



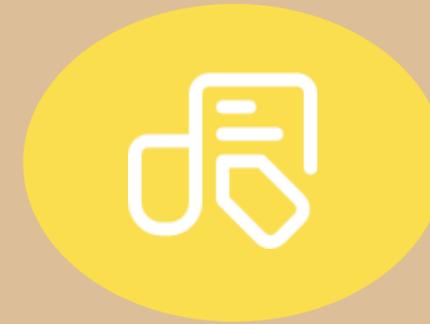
Aminah Elster

Methodology

Talent Poole Consulting hired people with lived experience to lead, design and deploy a community-based participatory action research project to gather community feedback to inform the Department of Homelessness and Supportive Housing's 5-year Strategic Plan. We placed a focus on finding solutions for people with **justice involvement**.



319 Surveys



5 Stakeholder Interviews



6 Focus Groups



HSH Convenings
(SFAC, Townhall, Office Hours, etc.)

Stakeholder Interviews

5 Interviews
October, 2022-February 2023

| Group | # Participants |
|----------------------------------|----------------|
| Adult Probation Staff | 3 |
| Swords to Plowshares Staff | 3 |
| DPH Staff @ Jail | 2 |
| Public Defender Staff | 2 |
| Young Women Freedom Center Staff | 1 |
| Total Stakeholders | 11 |

In addition to focus groups and interviews, Talent Poole has been actively participating in and gathering feedback from stakeholders at a variety of HSH convenings between October, 2022-present, including: SFAC working group, Community Town Hall, Strategic Planning staff working group and other staff and provider meetings. We have had the opportunity to engage with and hear from around **100** people in these settings.

Focus Groups

6 Focus Groups
October, 2022-February 2023

| Group | # Participants |
|---|----------------|
| Members of the Filmore Community (Black adults ages 18-40 experiences with homelessness) | 7 |
| Community Advisory Board @ DISH (Permanent Supportive Housing residents) | 8 |
| Assertive Case Managers with SF Pretrial | 5 |
| NOVA ~ In-Custody Service Providers | 9 |
| Adult Probation Housing Providers | 8 |
| In-Custody Focus Group | 17 |
| Total Participants | 54 |

The Survey

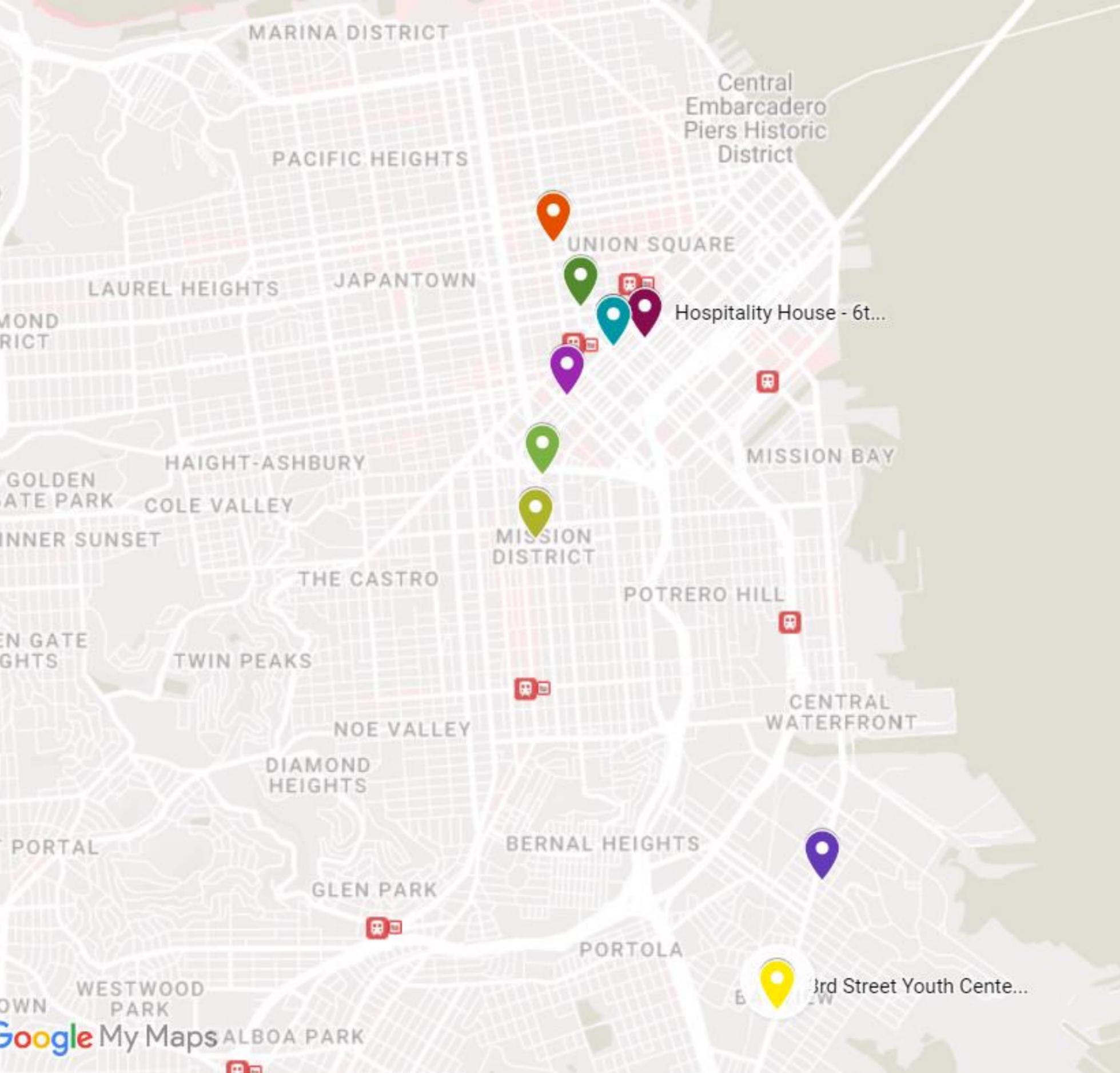
31 Questions

Demographics

Personal
Experiences with
Homelessness

Ways to
Improve the
System

Justice
Involvement

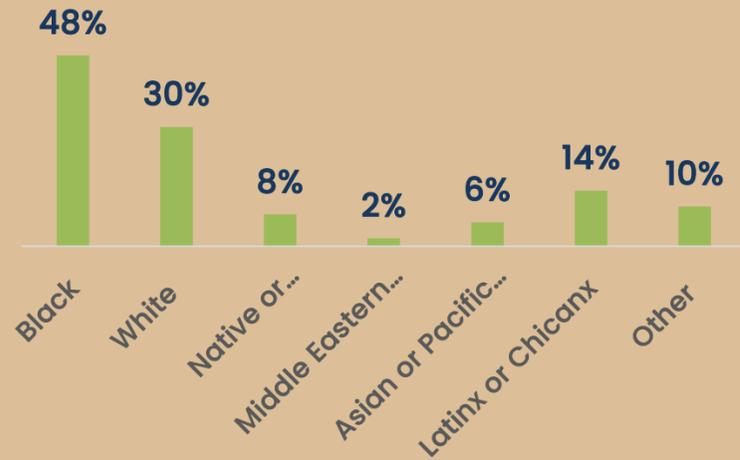


Community Liaisons administered **319** surveys throughout the City between **October 2022–January 2023**.

- Taimon Booton Navigation Center –Our Trans Home
- Ladies Nite – Mission Neighborhood Resource Center
- Tenderloin Self Help Center– Hospitality House
- Sixth Street Self Help Center– Hospitality House
- Street based sex worker outreach in mobile van St. James Infirmary (Mission, Polk & Tenderloin)
- Lower Polk TAY Navigation Center– 3rd Street Youth Center
- Bayshore Navigation Center – 5 Keys
- Bayshore Street Encampment Outreach
- Erie Alley Encampment Outreach

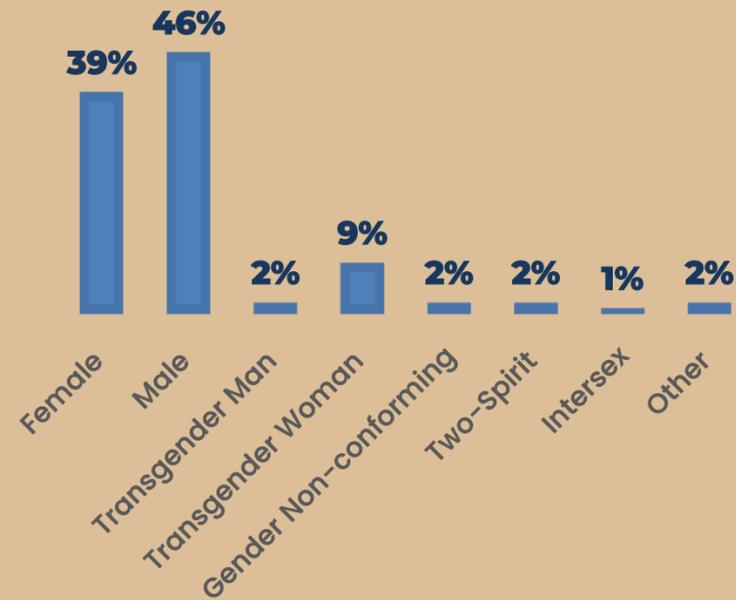
Who Did We Talk To?

RACE



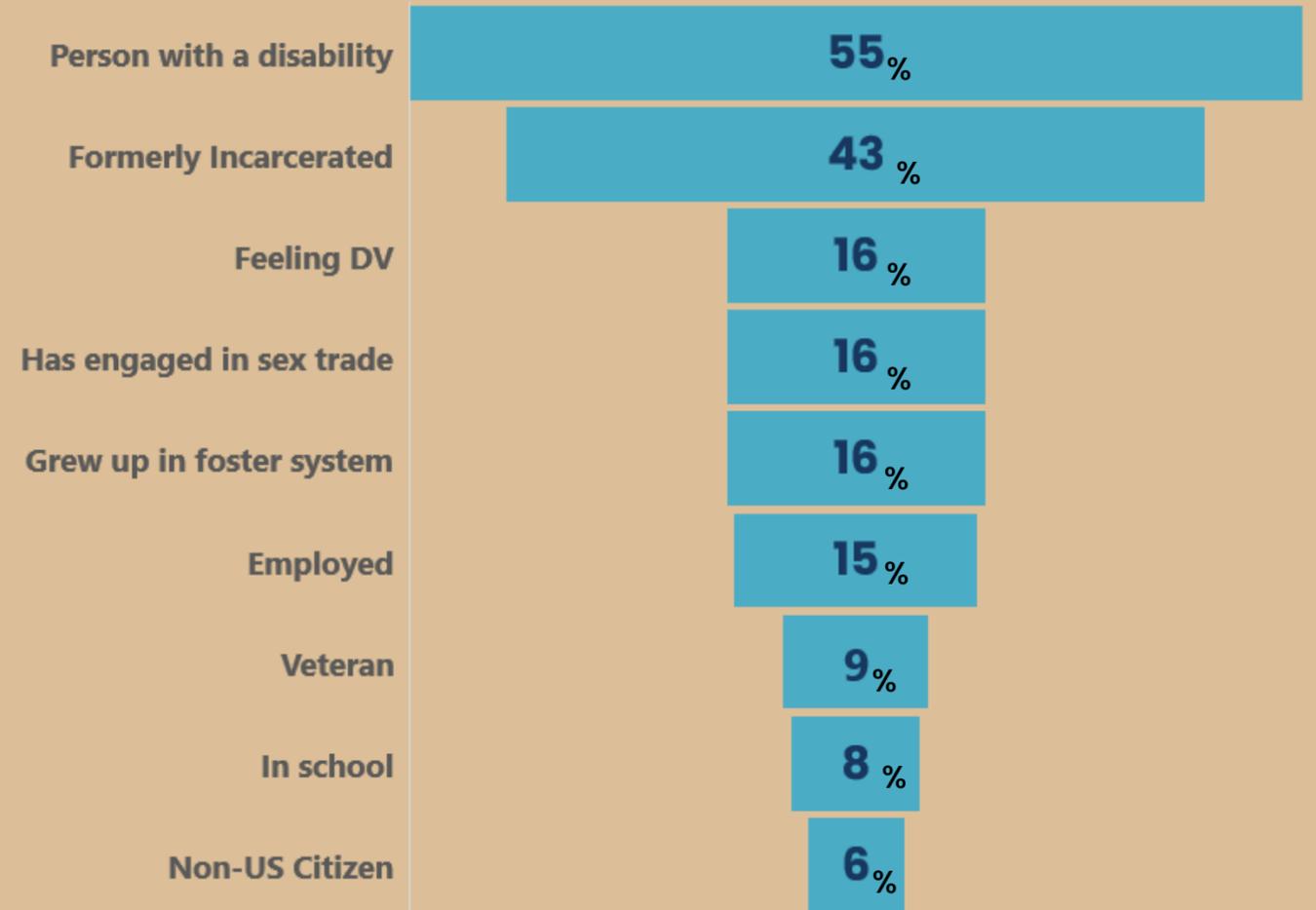
*Respondents were able to make more than one choice.

GENDER



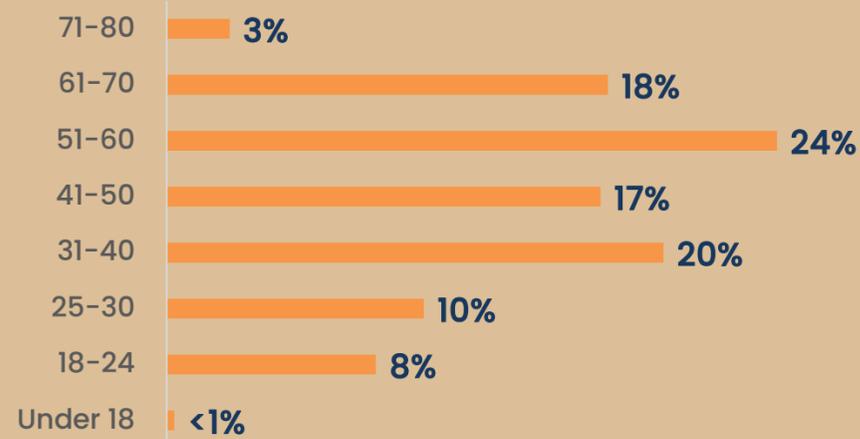
*Resondents were able to make more than one choice.

EXPERIENCES



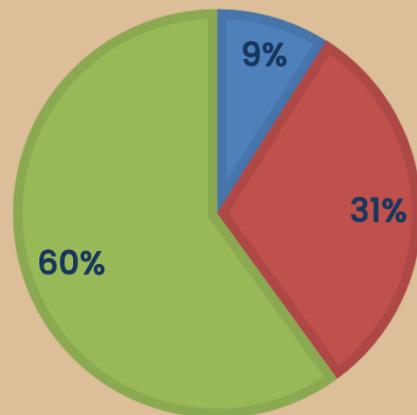
*Respondents were able to make more than one choice.

AGE



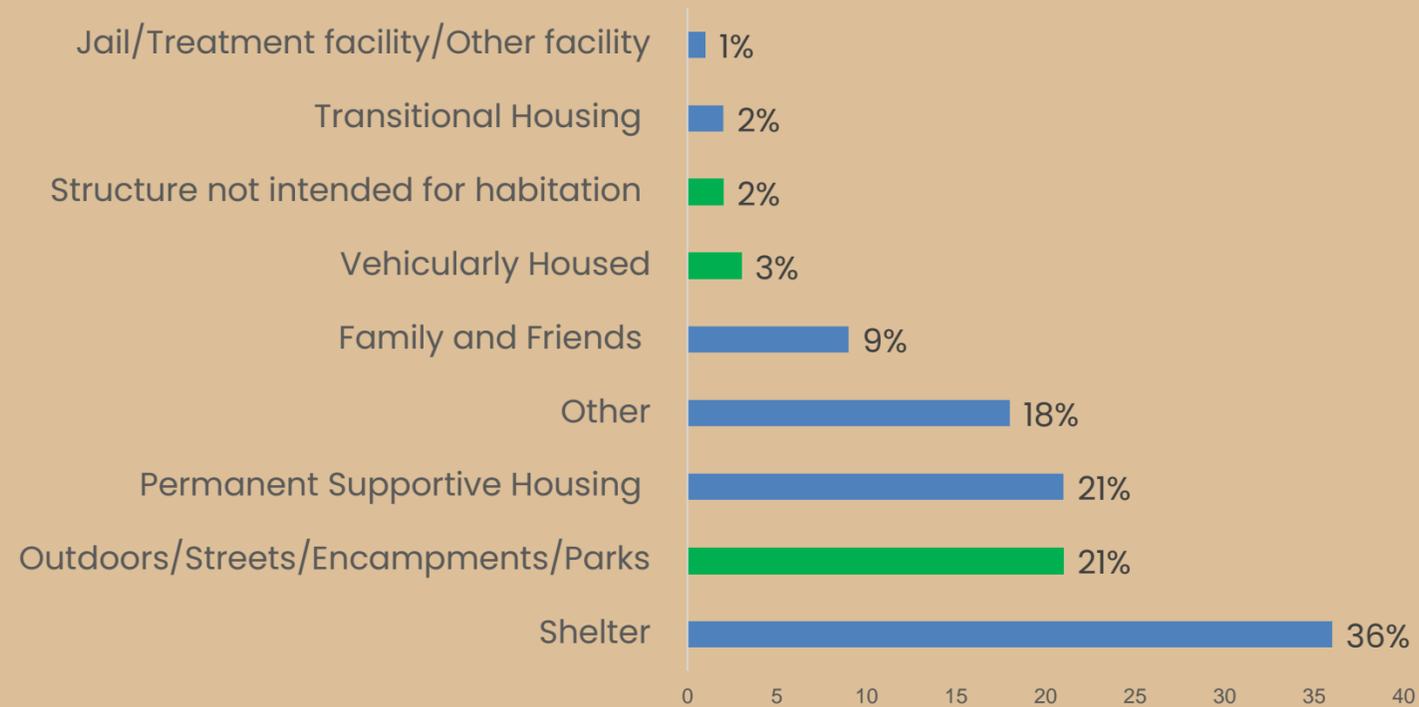
DO YOU HAVE CHILDREN

- Yes, and they are staying with me now.
- Yes, but they are not staying with me.
- No, I don't have children



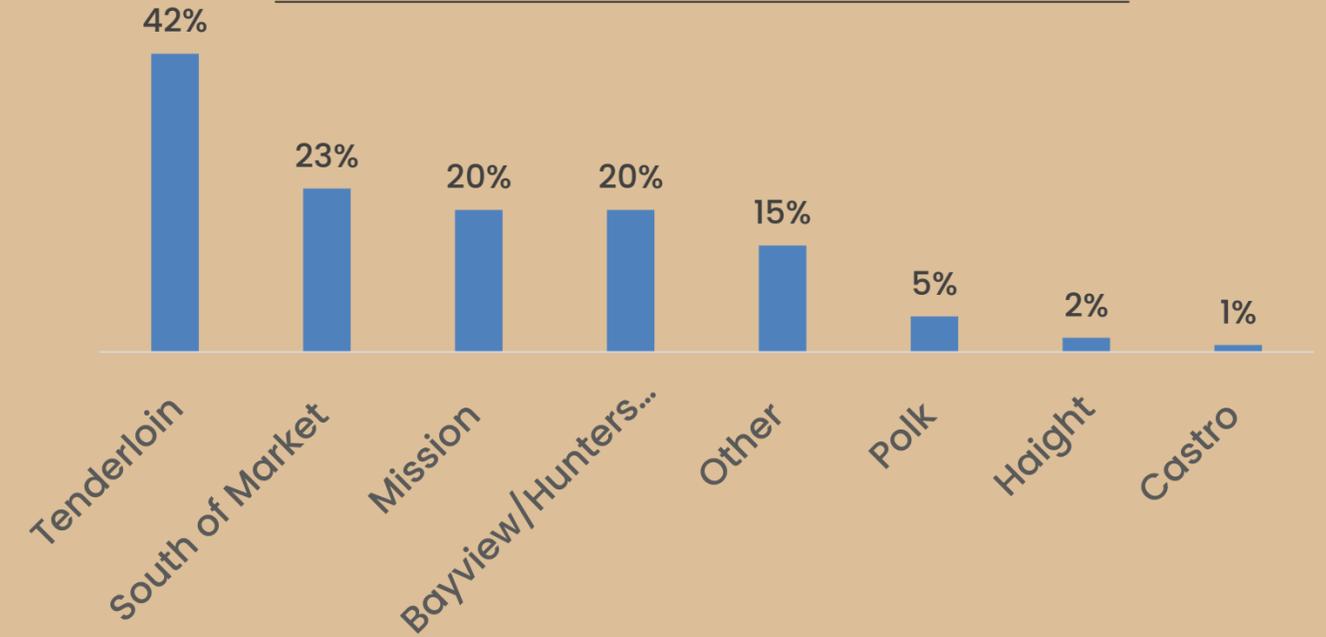
Experiences

**Where do you currently stay?
Where did you stay last night?**



*Respondents were able to make more than one choice.

WHAT NEIGHBORHOOD DO YOU MOST OFTEN STAY IN?



*Respondents were able to make more than one choice.

~26%
of people we spoke to reported being unsheltered.

>56%
Reported being homeless for more than 1-year.

88%
Said they would accept permanent housing if the City offered it today.

How can the City support people trying to exit homelessness?

- Overhaul shelter and SRO programs
- Provide direct access to appropriate programs and services
- Create clear communications and transparent processes
- Prioritize hiring people with lived experience with barriers people face
- Less restrictive living arrangements ~ more humane, safe locations
- Stop breaking up families who want to live together, including pets.

“Scrutinize shelters: how they are run, who is employed and how the money is spent.”

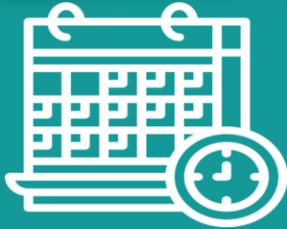
“More ethnically and sexually diverse case managers (trans, latin, trans women of color and more people with lived experience)”

What should the City's Top 5 Priorities be?



BETTER HOUSING

20% of respondents we spoke to lived in PSH. ~ 40% of those individuals reported not feeling safe. Many respondents indicated a need for improved housing in better locations, more privacy, security and clean environments that promote healing. More humane, less restrictive rules/environments.



MAKE IT EASIER OR FASTER TO GET HOUSING

Almost 60% of respondents reported experiencing homelessness for over 1 year. Many for extreme periods of time. Respondents are asking for easier and faster access to housing.



MORE HOUSING

Respondents are asking for more housing. More options tailored to need, more vouchers, more affordable housing, more housing for families, more and better locations throughout the City.



IMPROVE AND EXPAND CASE MANAGEMENT & OUTREACH

Respondents consistently asked for *MORE* Case Managers and Outreach workers with *current resources*, *better training* and Peer workers with *lived experience*. Many people want to work in the peer workforce helping others.



MORE SHELTERS AND NAVIGATION BEDS

Respondents need a variety of housing options. More shelter and Navigation beds of varying types are needed tailored to population served.. Those exiting incarceration need better short-term options. Vast majority of respondents reported exiting incarceration to homelessness.

What should the City's 5-year Goals should be when it comes to Homelessness?

1. Get people off the streets.

“Everyone should have housing, period.”

2. Safe, more humane, customized housing programs: one size does not fit all.

“House people in safe places. Easy access to showers. Safer places for females to go.”

3. Increase Transparency, Communication & Coordination.

“More transparency about resources, not giving people the run around, checks and balances, better coordination.”

“Where are they? Have them come to us, not us come to them.”

“The only time we see outreach workers is when they are doing sweeps.”

Other Feedback

- ❖ Invest in the **Peer Workforce** ~ Respondents reported getting information about shelter and housing from their (*unpaid*) peers in the community. People want more workers with lived experiences to be hired by agencies to distribute resources and support.
- ❖ **Law Enforcement, Department of Public Works** and some community-based organizations working in the streets need **more training and oversight**. Many respondents reported abusive, inhumane treatment.
- ❖ **Additional Supports** needed to obtain housing and stay housed including: guaranteed income, legal services, family reunification, medical care, benefits enrollment, etc.
- ❖ **Hunger** and food insecurity was a frequent theme.
- ❖ More **treatment** options are needed for Substance Abuse and Mental Health.
- ❖ **Closing Linkage Centers** caused problems. Hope that Wellness Centers will serve similar purpose.

Priority Populations

Many groups are not well-served by the current homelessness response system including: Black, Transgender and Gender Non-Conforming, Women, TAY, formerly incarcerated and immigrant communities need more responsive housing programs and services.

- **Tailored, culturally responsive** programs are needed across the board.
- Access to **bilingual** services and programs is urgently needed.
- **Safe** programs for **Transgender and Gender Non-Conforming** are urgently needed.
- **Formerly Incarcerated** people face **systemic** barriers to housing with the current system and generally exit the County Jail with no housing. (>90%)
- Improved **referral pathways** and a variety of programs are needed for **justice involved** people, including sober living environments. Current housing options in triggering locations that increase the likelihood of recidivism and set people up for failure.
- **TAY** need tailored programming with a lot of supportive services and well-trained staff.

Community Liaison's Reflections

What was most surprising to you?

Is there anything you get excited about seeing more of?

Q&A

THANK YOU!!!

